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10/786,913	02/25/2004	Bruce M. Coughlin	2003P02864 US01	5382
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Siemens Corporation Intellectual Property Department 170 Wood Avenue South Iselin, NJ 08830			EXAMINER PHAM, MICHAEL	
			ART UNIT 2167	PAPER NUMBER
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**Please find below and/or attached an Office communication concerning this application or proceeding.**

The time period for reply, if any, is set in the attached communication.

# Office Action Summary

**Application No.**

10/786,913

**Applicant(s)**

COUGHLIN ET AL.

**Examiner**

MICHAEL PHAM

**Art Unit**

2167

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --  
**Period for Reply**

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

**Status**

- 1) ☒ Responsive to communication(s) filed on 25 February 2009.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

**Disposition of Claims**

- 4) ☒ Claim(s) 1-3 and 16-32 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-3, 16-32 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

**Application Papers**

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

**Priority under 35 U.S.C. § 119**

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some \* c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
  2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

**Attachment(s)**

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO/5508)  
Paper No(s)/Mail Date \_\_\_\_\_
- 4) ☐ Interview Summary (PTO-413)  
Paper No(s)/Mail Date \_\_\_\_\_
- 5) ☐ Notice of Informal Patent Application
- 6) ☐ Other: \_\_\_\_\_

**Detailed Action**

**Status of claims**

1. 1-3 and 16-32 are pending.
2. 1-3 and 16-32 have been examined.

**Claim Rejections - 35 USC § 103**

3. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

4. Claims 1-3 and 16-32 are rejected under 35 U.S.C. 103(a) as being unpatentable over U.S. Patent Application Publication 2002/0123983 by Riley et. al. (hereafter Riley) further in view of U.S. Patent 6385609 by Barshefsky et. al. (hereafter Barshefsky) and U.S. 6356841 by Hamrick et. al. (hereafter Hamrick).

**Claim 1:**

Riley discloses the following claimed limitations:

“matching data elements from multiple systems in an integrated services system wherein each of said multiple systems has a unique identifier within said integrated services system;”[Figure 2 elements 23-29. Figure 2 element 21. 0039, an incident is defined as an issue

that can be resolved using business and product knowledge at the first level of support. 0105, all service requests should be assigned a unique identification number or ticket ID. Accordingly, matching data elements (issue that can be resolved) from multiple systems (figure 2 elements 23-29) in an integrated services system (fig. 2 element 21, service desk) wherein each of said multiple systems has a unique identifier within said integrated services system (unique identification).]

“generating an integrated services report from said standard tables.”[0137, an assignment to a high level is made through a notification. Accordingly, generating an integrated services report (notification) from said standard tables (figure 8, impact chart. figure 10, notification of assignment chart).]

Riley does not explicitly disclose “categorizing said matched data elements to create standard tables that contain information to be used to monitor and measure integrated services”.

On the other hand, Barshefsky discloses figure 6 tables showing record layouts for constructing a database for use in conjunction with the system. Col. 9 lines 19-21, list of report types, filter criteria, and classification criteria are suitable for use with 5Ess switching system. Col. 10 line 3, reports which survive the parser are post-processed. Figure 1 element 160, viewing and analysis. Accordingly, disclosing categorizing (classification criteria) said matched data elements (reports which survive the parser) to create standard tables (figure 6) that contain information to be used to monitor (figure 1 element 160, view) and measure integrated services (figure 1 element 160, analysis).

Both Riley and Barshefsky are directed to providing reporting services. They are therefore within the same field of endeavor as applicant's invention. It would have been obvious to have applied the disclosure of Barshefsky to the disclosure of Riley for the purpose of providing a pattern classification in order to determine if the report corresponds to a new problem or a previously reported problem [Barshefsky, abstract]. In doing so, allows for Riley's system to utilize different service levels more efficiently.

Both Riley and Barshefsky do not explicitly disclose "said generated integrated services report including real time information"

On the other hand, Hamrick discloses col. 18 lines 12-15, that a current location report 1700 can display a real time location of the vehicle or technician or can display a near real time location of the vehicle or technician.

Accordingly disclosing "said generated integrated services report" (report 1700) "including real time information"(real time)

Riley, Barshefsky, and Hamrick are all reporting systems and are thus within applicant's same field of endeavor. It would have been obvious to a person of an ordinary skill in the art at the time the invention was made to have applied Hamrick's disclosure above to the combination of

Riley and Barshefsky for the purpose of providing real time information reporting for managing services of a company.

**Claim 2:**

Riley discloses the following claimed limitations:

“categorizing incidents reported to a service desk, each incident being categorized by a respective host system;”[Figure 2, service desk operation. 0106, categorizing requests for service. Accordingly, categorizing incidents reported to a service desk (0106, categorize requests for service), each incident being categorized by a respective host system (figure 2, service desk operation) ]

“using a bridge to map data from other host systems, said mapped data being related to said categorized incidents and financial information;”[Figure 2 elements 23-29 and 22. 0106, categorizing requests for service. 0033, storing and retrieving problems and solutions for problems. 0033, a finance organization utilizing service desk. 0029, service desk proactively providing relevant information to users and other parties. Accordingly, using a bridge (figure 2 element 22, central service desk repository) to map data (resolutions for problems) from other host systems (figure 2 elements 23-29), said mapped data (problems and solutions for problems) being related to said categorized incidents (categorize requests for service) and financial information (finance) ]

“utilizing said mapped data to further categorize and resolve said incidents;”[0094, A service desk operator tier 1 personnel, may attempt to resolve the problem, possibly by checking for solutions in a central service desk repository or database. If the tier 1 personnel cannot

resolve the user's request or problem on the spot the request may be placed into the queue for assignment. 0033, storing and retrieving problems and solutions for problems. Accordingly, utilizing said mapped data (problem) to further categorize (0094, if resolved no need to go to further tier) and resolve said incidents (resolve problem)]

“integrating said reports into continuous information technology services improvement programs.”[0047, to continuously improve IT service delivery to end users. 0096, lessons learned or other valuable tips or knowledge edge may be stored in the service desk repository or other database for future use. . 0098, reports generated or data collected may be stored in a central service desk repository. Accordingly, integrating said reports (reports stored) into continuous information technology services (IT service) improvement programs (future use)  
]

Riley does not explicitly disclose “generating reports based on said mapped data related to said categorized and/or resolved incidents; and”

On the other hand, Barshefsky discloses figure 6 tables showing record layouts for constructing a database for use in conjunction with the system. Col. 9 lines 19-21, list of report types, filter criteria, and classification criteria are suitable for use with 5Ess switching system. Col. 10 line 3, reports which survive the parser are post-processed. Figure 1 element 160, viewing and analysis. Accordingly, disclosing generating reports (viewing) based on said mapped data (figure 6) related to said categorized and/or resolved incidents (reports which survive).

Both Riley and Barshefsky are directed to providing reporting services. They are therefore within the same field of endeavor as applicant's invention. It would have been obvious to have applied the disclosure of Barshefsky to the disclosure of Riley for the purpose of providing a pattern classification in order to determine if the report corresponds to a new problem or a previously reported problem [Barshefsky, abstract]. In doing so, allows for Riley's system to utilize different service levels more efficiently.

Both Riley and Barshefsky do not explicitly disclose "said generated integrated services report including real time information"

On the other hand, Hamrick discloses col. 18 lines 12-15, that a current location report 1700 can display a real time location of the vehicle or technician or can display a near real time location of the vehicle or technician.

Accordingly disclosing "said generated integrated services report" (report 1700) "including real time information"(real time)

Riley, Barshefsky, and Hamrick are all reporting systems and are thus within applicant's same field of endeavor. It would have been obvious to a person of an ordinary skill in the art at the time the invention was made to have applied Hamrick's disclosure above to the combination of

Riley and Barshefsky for the purpose of providing real time information reporting for managing services of a company.

**Claim 3:**

The combination of Riley, Barshefsky, and Hamrick disclose in Riley, “wherein said reports provide information associated with the costs of fixing an information technology services problem related to at least a subset of said reported incidents”[0096, such metrics include the clock or calendar time from request to resolution confirmation, resources expended and the like.].

**Claim 16:**

The combination of Riley, Barshefsky, and Hamrick disclose in Riley, “wherein said multiple systems are host systems comprising a help desk system, a dispatch/logistic/invoicing system, a financial system and a data warehousing system.” [figure 2, elements 21 service desk (help desk), 23 sales (a dispatch/logistics/invoicing system), 27 financial (financial system), 22 central service desk repository (data warehousing system)]

**Claim 17**

The combination of Riley, Barshefsky, and Hamrick disclose in Riley, “wherein said host systems further comprise a password reset system, an acquisition data processing system, a network management system, a knowledge base system and an asset tracking system.” [0029,

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password reset (password reset system), 0098, reports generated or data collected may be stored in central service desk repository (acquisition data processing). 0104, knowledge databases (a knowledge base system). 0203, network management (network management), 0032, asset management (asset management)]

#### **Claim 18**

The combination of Riley, Barshefsky, and Hamrick disclose in Riley, “wherein data from said multiple systems are tied together in a warehousing system.”[figure 2, element 21]

#### **Claim 19**

The combination of Riley, Barshefsky, and Hamrick disclose in Riley, “wherein said unique identifier relates different data associated with a specific customer.”[0105, all service requests should be assigned a unique identification number or ticket ID. This number is given to the service desk customer.]

#### **Claim 20**

The combination of Riley, Barshefsky, and Hamrick disclose in Riley, “wherein said warehousing system categorizes said matching data elements.” [figure 2, element 21. 0110-0111, Service request categorization is done by service desk tools.]

#### **Claim 21**

The combination of Riley, Barshefsky, and Hamrick disclose in Riley, “wherein said warehousing system generates said integrated services report, said method further comprising improving said monitored integrated services responsive to said information contained in said standard tables in said generated integrated services report.”[ 0098, reports generated or data collected may be stored in a central service desk repository. 0047, to continuously improve IT service delivery to end users. Figure 8, impact chart. Accordingly, wherein said warehousing system generates said integrated services report (generate report), said method further comprising improving said monitored integrated services (improve it service delivery) responsive to said information contained in said standard tables (figure 8) in said generated integrated services report (generated report)]

#### **Claim 22**

The combination of Riley, Barshefsky, and Hamrick disclose in Hamrick, “wherein said includes real time information is information less than 1 minute old and comprises data identified for operational management and monitoring of a critical business function.”[col. 18 lines 15-21, real time displays provide more accurate location information but require sufficient computer resources to handle the large amount of information. On the other hand, near real time displays, displays that are delayed because position information is only transmitted at predetermined intervals of time for example one to ten minutes, are less accurate but also require less computer resources. Accordingly, disclosing wherein said includes real time information (real time) is information less than 1 minute old (no delay) and comprises data identified for operational management and monitoring of a critical business function (Figure 17)]

**Claim 23**

The combination of Riley, Barshefsky, and Hamrick disclose in Hamrick, “wherein said generating integrated services report includes near real time information, said near real time information being less than one hour old and comprises data from transactions concluded within the last hour.” [col. 18 lines 15-21, real time displays provide more accurate location information but require sufficient computer resources to handle the large amount of information. On the other hand, near real time displays, displays that are delayed because position information is only transmitted at predetermined intervals of time for example one to ten minutes, are less accurate but also require less computer resources. Accordingly, wherein said generating integrated services report includes near real time information (near real time), said near real time information being less than one hour old (one to ten minutes) and comprises data from transactions concluded within the last hour (figure 17).]

**Claim 24**

The combination of Riley, Barshefsky, and Hamrick disclose in Riley, “wherein said host systems comprise a help desk system, a dispatch/logistic/invoicing system, a financial system and a data warehousing system.” [figure 2, elements 21 service desk (help desk), 23 sales (a dispatch/logistics/invoicing system), 27 financial (financial system), 22 central service desk repository (data warehousing system)]

**Claim 25**

The combination of Riley, Barshefsky, and Hamrick disclose in Riley, “wherein said host systems further comprises a password reset system, an acquisition data processing system, a network management system, a knowledge base system and an asset tracking system.” [0029, password reset (password reset system), 0098, reports generated or data collected may be stored in central service desk repository (acquisition data processing). 0104, knowledge databases (a knowledge base system). 0203, network management (network management), 0032, asset management (asset management)].

**Claim 26:**

The combination of Riley, Barshefsky, and Hamrick disclose in Riley, “wherein a warehousing system maps said data and further categorizes and resolves said incidents” [0112, service request resolved and categorize incident. 0033, storing and retrieving problems and solutions for problems especially repeated and troublesome problems and incidents. Figure 2 element 21, warehouse system]

**Claim 27:**

The combination of Riley, Barshefsky, and Hamrick disclose in Riley, “wherein said warehousing system further relates different data associated with a specific customer.” [0105, all service requests should be assigned a unique identification number or ticket ID. This number is given to the service desk customer.]

**Claim 28:**

The combination of Riley, Barshefsky, and Hamrick disclose in Riley, “wherein said warehousing system generates said reports” [abstract, service desk includes means for solving problems and incidents reports, and means for tracking and reporting service desk performance]. The combination of Riley, Barshefsky, and Hamrick disclose in Hamrick, “said real time information in said report is information less than 1 minute old and comprises data identified for operational management and monitoring of a critical business function” [col. 18 lines 15-21, real time displays provide more accurate location information but require sufficient computer resources to handle the large amount of information. On the other hand, near real time displays, displays that are delayed because position information is only transmitted at predetermined intervals of time for example one to ten minutes, are less accurate but also require less computer resources. Accordingly, disclosing wherein said includes real time information (real time) is information less than 1 minute old (no delay) and comprises data identified for operational management and monitoring of a critical business function (Figure 17)]

#### **Claim 29**

The combination of Riley, Barshefsky, and Hamrick disclose in Hamrick, “wherein said warehousing system includes daily information in said generated reports, said daily information in said reports being collected, extracted and calculated daily.” [figure 8 and 9]

#### **Claim 30**

The combination of Riley, Barshefsky, and Hamrick disclose in Hamrick, "wherein said warehousing system includes near real time information in said generated reports, said near real time information in said reports being less than one hour old and comprising data from transactions concluded within the last hour." [col. 18 lines 15-21, real time displays provide more accurate location information but require sufficient computer resources to handle the large amount of information. On the other hand, near real time displays, displays that are delayed because position information is only transmitted at predetermined intervals of time for example one to ten minutes, are less accurate but also require less computer resources. Accordingly, wherein said warehousing system includes near real time information in said generated reports (near real time), said near real time information in said reports being less than one hour old (one to ten minutes) and comprises data from transactions concluded within the last hour (figure 17).]

### **Claim 31**

The combination of Riley, Barshefsky, and Hamrick disclose in Riley, "wherein said generated integrated services report provides a measure of an integrated service being provided, expressing levels of service achieved, key performance indicators, and transaction volumes during a defined period of said event." [0156-162, staff are knowledgeable, staff are polite, I have confidence that that service desk will help me, the service desk meets target dates and times that it gives me. Accordingly, wherein said generated integrated services report (survey) provides a measure of an integrated service being provided (never true, seldom true, true 50% of the time, usually true, always true), expressing levels of service achieved (scale 1-4), key performance indicators

(questions), and transaction volumes during a defined period of said event (meets target dates and times that it gives me)]

**Claim 32:**

The combination of Riley, Barshefsky, and Hamrick disclose in Riley, “wherein said generated integrated services report provides a measure of an integrated service being provided, expressing levels of service achieved, key performance indicators, and transaction volumes during a defined period of said event.” [0156-162, staff are knowledgeable, staff are polite, I have confidence that that service desk will help me, the service desk meets target dates and times that it gives me. Accordingly, wherein said generated integrated services report (survey) provides a measure of an integrated service being provided (never true, seldom true, true 50% of the time, usually true, always true), expressing levels of service achieved (scale 1-4), key performance indicators (questions), and transaction volumes during a defined period of said event (meets target dates and times that it gives me)]

***Response to Arguments***

5. Applicant's arguments with respect to claims 1-3 and 16-32 have been considered but are moot in view of the new ground(s) of rejection.

Applicant's mainly assert the following with regard to the Riley reference:

A. Applicant's mainly assert that the notification is not generating a report and certainly not generating an integrated services report.

In response, this is respectfully disagreed. How is a notification not a report. Secondly, an integrated services report is nonfunctional descriptive language. All that is required is a report. Furthermore, an integrated services is non specific. 0137, discloses integrated services as a notification that can be an e-mail, pager, or pop-up. In other words, a notification provides for integrated services since it provides for all those types of notification. Therefore, the notification is an integrated services report.

B. Applicant's assert that near real time and real time are not disclosed.

This is now moot.

***Conclusion***

6. The prior art made of record listed on PTO-892 and not relied, if any, upon is considered pertinent to applicant's disclosure.

7. Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

***Contact Information***

8. Any inquiry concerning this communication or earlier communications from the examiner should be directed to MICHAEL PHAM whose telephone number is (571)272-3924. The examiner can normally be reached on Monday-Friday 9am-5pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John Cottingham can be reached on 571-272-7079. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/M. P./  
Examiner, Art Unit 2167

/John R. Cottingham/  
Supervisory Patent Examiner, Art Unit  
2167